

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES

3.1 Exchange Services

3.1.1 Explanation of Terms and Regulations

The Company intends to provide residential and single line business telecommunications services as described following.

(A) Unlimited Calling

Unlimited Calling is a flat rate service that provides unlimited local calling within the Customer's local calling area. Unlimited Calling is available on business and residential lines. Determination of a residential line is based on the character and usage of the service. Residential rates apply where the use of the service is of a domestic nature and where any business use is purely incidental. Business service is classified and charged where the use is primarily or substantially of a business, professional, institutional or occupational nature.

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3.1 Exchange Services

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.1 Explanation of Terms and Regulations (Continued)

(B) Standard Line

Standard Line is residential service for which message unit charges are based on the number of local calls placed. Determination of a residential line is based on the character and usage of the service. Residential rates apply where the use of the service is of a domestic nature and where any business use is purely incidental. Business service is classified and charged where the use is primarily or substantially of a business, professional, institutional or occupational nature.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.1 Explanation of Terms and Regulations (Continued)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.1 Explanation of Terms and Regulations (Continued)

(C) Local Usage Charges

The local usage charges are the message rate charges that apply to all local calls.

(D) Temporary Suspension Service

Temporary Suspension is a service that allows a Customer's exchange telephone service to be temporarily suspended, at the Customer's request, without termination of contract. The minimum period of suspension is one month; maximum period of suspension is six months. (T)
(T)

(E) Local Exchange Service

The Local Exchange services offered within this Tariff are available following the exchange boundaries and local calling areas specified in the exchange tariffs of the certificated incumbent local exchange companies within the state. [See local exchange service map, attached to this Tariff on page 17.]

(F) The Company concurs in the Verizon California Inc. Schedule Cal. P.U.C. No. A-22, as approved and amended by the Commission, regarding provision of Universal Lifeline Telephone Service (ULTS).

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.1 Explanation of Terms and Regulations (Continued)

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The local usage charges are the message rate charges that apply to all local calls.

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Temporary Suspension is a service that allows a Customer's exchange telephone service to be temporarily suspended, at the Customer's request, without termination of contract. The minimum period of suspension is one (1) month; maximum period of suspension is six (6) months.

(E) Local Exchange Service

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.2 Application of Rates

(A) Unlimited Calling

Unlimited Calling is charged at a flat monthly rate with no limit on the number of local calls that can be placed to the local service portion of a Customer's exchange area. Service is billed one month in advance.

(B) Economy Line

Message rate lines have a component that is charged at a flat monthly rate. This portion of the service is billed one month in advance. Residential local usage charges apply on a message unit basis to all local calls. On economy lines, one residential message unit applies for each local message to economy lines in the local service portion of the Customer's exchange area.

(C) Local Area Calling

Local Area Calling is a flat rate service for calls made within the Customer's local calling area.*

* Local Area Calling does not include all area codes.

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(N)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.2 Application of Rates

(A) Unlimited Calling

Unlimited Calling is charged at a flat monthly rate with no limit on the number of local calls that can be placed to the local service portion of a Customer's exchange area. Service is billed one month in advance.

(B) Economy Line

Message rate lines have a component that is charged at a flat monthly rate. This portion of the service is billed one month in advance. Residential local usage charges apply on a message unit basis to all local calls. On economy lines, one residential message unit applies for each local message to economy lines in the local service portion of the Customer's exchange area.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.2 Application of Rates

(A) Unlimited Calling

Unlimited Calling is charged at a flat monthly rate with no limit on the number of local calls that can be placed to the local service portion of a Customer's exchange area. Service is billed one month in advance.

(B) Economy Line

Message rate lines have a component that is charged at a flat monthly rate. This portion of the service is billed one month in advance. Residential local usage charges apply on a message unit basis to all local calls. On economy lines, one residential message unit applies for each local message to economy lines in the local service portion of the Customer's exchange area.

(C) Local Area Calling

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.2 Application of Rates (Continued)

(C) Local Usage Charges

For Customers subscribing to Standard Line service, the local usage charge applies on a message basis for all calls placed within exchanges in the same local calling area.

(D) Temporary Suspension Service

The suspension rate is equal to 50 percent of the regular monthly rate for exchange services and the rates for other services. The charge for local messages is not affected.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.1 Exchange Services (Continued)

3.1.2 Application of Rates (Continued)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges

3.2.1 Explanation of Terms and Regulations

(A) Line Connection Charge

1. Line Connection Charge - New Connection

The line connection charge is a one-time charge for the establishment of a Customer' account, order processing and connection of service associated with a Customer request for service.

2. Line Connection Charge - Conversion

The line connection charge - conversion is a one time charge for order processing and account establishment associated with a Customer request for service to switch local exchange service provider to the Company's service. This charge also applies to relocation of a Customer's service to a different building served by the Company.

(B) Line Restoral Charge

1. Line Restoral - Voluntary

This charge is associated with restoring normal service at the Customer's request after voluntary temporary suspension.

2. Line Restoral - Denied Service

This is a charge associated with restoring service after it has been suspended for denial of service from non-payment.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges

3.2.1 Explanation of Terms and Regulations

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.1 Explanation of Terms and Regulations (Continued)

(C) Move/Add/Change Fee

A move/add/change charge is a charge associated with moves, adds or changes to an existing Customer account including changes to any services or features that a Customer makes to their local exchange service.

(D) Record Change Fee

A record change is associated with Customer-initiated requests for changes in Customer records.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.1 Explanation of Terms and Regulations (Continued)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.1 Explanation of Terms and Regulations (Continued)

(E) Change of Service Charge

A change of service charge applies to a change in class or grade of service and a change associated with fixed call forwarding.

(F) PIC Change Charge

A PIC change charge is associated with the changing of presubscribed long distance carrier for either interstate communications, intrastate-interexchange communications or both (at the same time).

(G) Change in Billing Responsibility Charge

A change in billing responsibility charge applies to a change in billing name responsibility subsequent to the initial installation of service. This charge will also apply to establish toll only accounts.

(H) Telephone Number Change Charge

A telephone number change charge is associated with the changing of a telephone number at the Customer's request.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.1 Explanation of Terms and Regulations (Continued)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.1 Explanation of Terms and Regulations (Continued)

(I) Listing Service Change Fee

A listing service change fee is associated with changing to Non-Listed or Non-Published Service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.1 Explanation of Terms and Regulations (Continued)

(I) Listing Service Change Fee

A listing service change fee is associated with changing to Non-Listed or Non-Published Service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.2 Application of Rates

(A) Line Connection Charge

1. Line Connection Charge - New Connection

A line connection charge - new connection is a one-time nonrecurring charge that applies to the connection of an initial or additional lines as well as relocation of existing service to a different premise.

2. Line Connection Charge - Conversion

A line connection charge - conversion is a one time nonrecurring charge that applies to the conversion of initial and additional lines from another local exchange provider to the Company's service.

3. Promotional Periods

During specific promotional periods, the offer may be made to reduce line connection charges on a non-discriminatory basis, up to the full amount, for Customers who order an additional line.

(B) Line Restoral Charge

A line restoral charge is a one-time nonrecurring charge that applies to the restoral of service to a specific line.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.2 Application of Rates

(A) Line Connection Charge

1. Line Connection Charge - New Connection

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.2 Application of Rates (Continued)

(C) Move/Add/Change Fee

A move/add/change fee is a service charge that applies each time a Customer makes a change to the services and features on their line subsequent to initial service installation.

(D) Record Change Fee

A record change fee applies each time a Customer makes a change in their listings.

(E) Change of Service Charge

A change of service charge is a service charge applicable each time a Customer requests a change in telephone number, change in class or grade of service, or makes a change associated with fixed call forwarding.

(F) PIC Change Charge

A PIC change charge applies each time a Customer elects to change their presubscribed long distance carriers.

(G) Change in Billing Responsibility Charge

A change in billing responsibility charge is a service charge that applies each time a Customer requests a change in billing name responsibility or a toll only account.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.2 Application of Rates (Continued)

(C) Move/Add/Change Fee

A move/add/change fee is a service charge that applies each time a Customer makes a change to the services and features on their line subsequent to initial service installation.

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.2 Application of Rates (Continued)

(H) Telephone Number Change Charge

A telephone number change charge is a service charge that applies each time a Customer requests a change in telephone number. No charge applies to change the telephone number due to annoyance calls or Company initiated number changes.

(I) Listing Service Change Fee

A listing service change fee is a service charge associated with changing to Non-Listed or Non-Published Service. The charge only applies to subsequent service order activity. It does not apply if the Customer subscribes to Non-Listed or Non-Published Service concurrent with the initial installation of basic service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.2 Service Charges (Continued)

3.2.2 Application of Rates (Continued)

(H) Telephone Number Change Charge

A telephone number change charge is a service charge that applies each time a Customer requests a change in telephone number. No charge applies to change the telephone number due to annoyance calls or Company initiated number changes.

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.3 Restriction Services

3.3.1 Explanation of Terms and Regulations

(A) 900, 976, 676 Restriction Service

The 900, 976, 676 Restriction Service is an arrangement which prohibits access to 900, 976, and 676 service telephone numbers from selected local exchange service lines.

(B) Long Distance Message Restriction

Long Distance Message Restriction (LDMR) is available to residential Customers only. It is an arrangement on a Customer's line that denies access to billable toll calls. Local Directory Assistance calls are allowed. Incoming traffic and billing arrangements are not affected by this service. It is available subject to the serving central office's capability to provide such service.

LDMR does not relieve Customers of any payment obligations for calls charged to their telephone number. The Company is not liable in any way for any consequences arising from customer's inability to access blocked services.

(C) Billed Number Screening

Billed Number Screening (BNS) prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place a collect or third number billing call using a BNS number for billing will be advised by an Operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.3 Restriction Services

3.3.1 Explanation of Terms and Regulations

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.3 Restriction Services (Continued)

3.3.2 Application of Rates

(A) 900, 976, 676 Restriction Service

900/976/676 Restriction Service is provided at service inception, without charge. If 900/976/676 Restriction Service is requested subsequent to service establishment, the 900/976/676 Restriction Service charge will apply. (C)
(C)

(B) Long Distance Message Restriction

Long Distance Toll Restriction is charged only on a nonrecurring basis at the time of service request.

(C) Billed Number Screening

Billed Number Screening is available to the Customer at no charge.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.3 Restriction Services (Continued)

3.3.2 Application of Rates

(A) 900, 976, 676 Restriction Service

900/976/676 Restriction Service is provided at service inception, without charge. If 900/976/676 Restriction Service is requested subsequent to service establishment, the 900/976/676 Restriction Service charge will apply. (C)
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(B) Long Distance Message Restriction

Long Distance Toll Restriction is charged only on a nonrecurring basis at the time of service request.

(C) Billed Number Screening

Billed Number Screening is available to the Customer at no charge.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.3 Restriction Services (Continued)

3.3.2 Application of Rates

(A) 900, 976, 676 Restriction Service

900, 976, 676 Restriction Service is charged only on a nonrecurring basis at the time of service request.

(B) Long Distance Message Restriction

Long Distance Toll Restriction is charged only on a nonrecurring basis at the time of service request.

(C) Billed Number Screening

Billed Number Screening is available to the Customer at no charge.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features

3.4.1 Explanation of Terms and Regulations

Custom Calling Services are optional features available for use in conjunction with a Customer's local exchange service. Feature availability is based on central office capability and may also depend on the Customer's premise equipment.

(A) Anonymous Call Rejection

Anonymous Call Rejection (ACR) is an arrangement that allows a called party to reject calls from parties that have activated Per Call Blocking to prevent display of the calling number/calling name to Caller ID, Caller ID with Name and Return Call subscribers. When ACR is active callers hear an announcement which says that calls from anonymous sources are not being accepted, the calling party is instructed to hang up and redial without activating per call blocking. The Customer's phone will not ring when such parties call. ACR may be activated and deactivated by dialing an activation code.

(B) Call Blocking

Call Blocking allows the Customer to block calls from up to 15 prespecified phone numbers. Callers from such numbers hear an announcement that the calling party is not accepting calls and the Customer's phone will not ring. (T)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features

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Custom Calling Services are optional features available for use in conjunction with a Customer's local exchange service. Feature availability is based on central office capability and may also depend on the Customer's premise equipment.

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(B) Call Blocking

Call Blocking allows the Customer to block calls from up to fifteen (15) prespecified phone numbers. Callers from such numbers hear an announcement that the calling party is not accepting calls and the Customer's phone will not ring.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(C) Call Forwarding

Call Forward transfers incoming calls to another telephone number. Calls forwarded by Call Forward are subject to local and long distance message charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

Call Forward - Don't Answer is equipped at the time of service order with a predetermined number of ringing cycles to be completed prior to the incoming calls being forwarded. These arrangements are made on a fixed basis and may only be rearranged by notifying the Company of the new telephone number to which calls are to be forwarded. A line change charge will apply to such changes.

Call Forward - Busy Line forwards all calls to a predetermined number when the line is busy. In order to change the Forward To number, the Customer must rearrange service with the Company. A line change charge will apply to such changes.

(D) Call Trace

Call Trace allows the Customer to trace the last call received. The result of the trace is automatically logged to be sent to appropriate authorities upon request. The trace is not available to the Customer and the Company is not liable for damages if, for any reason, the trace attempt is not successful.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(C) Call Forwarding

Call Forward transfers incoming calls to another telephone number. Calls forwarded by Call Forward are subject to local and long distance message charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

Call Forward - Don't Answer is equipped at the time of service order with a predetermined number of ringing cycles to be completed prior to the incoming calls being forwarded. These arrangements are made on a fixed basis and may only be rearranged by notifying the Company of the new telephone number to which calls are to be forwarded. A Line Change Charge will apply to such changes.

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(E) Call Waiting

Call Waiting allows a Customer that is on the phone to receive notification, by means of a tone signal, that another caller is trying to dial in. The Customer is able to alternate between calling parties by flashing the switchhook. Where facilities permit, the incoming call waiting tone may be blocked on a per-call basis. At the end of the call, Call Waiting is automatically reactivated. Where facilities permit, Call Waiting may be activated on a pay-per-use basis.

(F) Caller ID with Privacy Plus

Caller ID with Privacy Plus identifies calls even if they are sent as "Private" or "Unavailable" to the Caller ID display unit. A pre-recorded message explains to callers that the end user would like them to identify themselves by recording their name. Once the end user hears the distinctive Caller ID with Privacy Plus ring and listens to the recorded name, the end user has the option to take the call or not. If the end user doesn't take the call, the caller hears a message explaining that the end user is not available. If the end user has a voice message service, the caller has the option to leave a message.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(G) Call Waiting ID

A Customer with Caller ID may receive name and/or number information on a call that is waiting.

(H) Caller ID with Name

Caller ID with Name allows the Customer to receive the calling telephone number and main listed name of the party initiating an incoming call. Customer premise equipment is required to display the information. The calling party can prevent display of telephone number information by using Per Call Blocking. If calling party information is not available or is being blocked, a message will so indicate on the Customer's display. There is no charge for Per Call Blocking. Caller ID customers may forward blocked calling party number callers to an announcement using ACR Service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(G) Call Waiting ID

A Customer with Caller ID may receive name and/or number information on a call that is waiting.

(H) Caller ID with Name

Caller ID with Name allows the Customer to receive the calling telephone number and main listed name of the party initiating an incoming call. Customer premise equipment is required to display the information. The calling party can prevent display of telephone number information by using Per Call Blocking. If calling party information is not available or is being blocked, a message will so indicate on the Customer's display. There is no charge for Per Call Blocking. Caller ID customers may forward blocked calling party number callers to an announcement using ACR service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(I) Line Block

Line Block enables a Customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. Line Block is available on a per-line basis. A Customer may change the indicator from private to public before each call. This one call unblock allows the name and/or telephone number to be sent for that one call only. 911 is not affected.

(J) Priority Call

Priority Call provides a single distinctive audio signal when a call is received from one of 15 pre-specified telephone numbers. When combined with call waiting, the usual call waiting tone is modified with a distinctive pattern.

(D)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(I) Distinctive Ringing

Distinctive Ringing is a feature that allows a Customer to have up to three separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit. Distinctive Ringing can be provided with other Custom Calling Service features and features associated with a master number are automatically associated with dependent numbers except call forwarding where all lines are forwarded to the same number, or only calls to the master number are forwarded, calls to dependent numbers will not be forwarded at all.

(J) Line Block

Line Block enables a Customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. Line Block is available on a per-line basis. A Customer may change the indicator from private to public before each call. This one call unblock allows the name and/or telephone number to be sent for that one call only. 911 is not affected.

(K) Priority Call

Priority Call provides a single distinctive audio signal when a call is received from one of fifteen prespecified telephone numbers. When combined with call waiting, the usual call waiting tone is modified with a distinctive pattern.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(I) Line Block

Line Block enables a Customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. Line Block is available on a per-line basis. A Customer may change the indicator from private to public before each call. This one call unblock allows the name and/or telephone number to be sent for that one call only. 911 is not affected.

(J) Priority Call

Priority Call provides a single distinctive audio signal when a call is received from one of 15 pre-specified telephone numbers. When combined with call waiting, the usual call waiting tone is modified with a distinctive pattern.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(K) Privacy Manager

(T)

This feature is available to residential Customers and intercepts calls that are marked "private", "out of area", or "unavailable" on Caller ID units. When unidentified callers dial Customer's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to state their name or the company they represent and the service will then attempt to connect the call. Only if the caller states their name will the call be connected.

Customer's Caller ID Customer Provided Equipment (CPE) will display the platform number and the name of the service. When Customer picks up the phone, they will receive a recording identifying the caller by name and will have three options: Press "1" to accept the call, Press "2" to deny the call or Press "3" to play the sales call refusal to the caller.

If Customer dials "2", the caller will continue to hear the recording as if the party they are calling were not at home. Forwarding on don't answer will not take place in this scenario as the call has been rejected. If Customer dials "3", the calling party will hear a recording stating that the called party does not accept phone solicitations and to please place this person's name and number on a "do not call" list.

If Customer has an answering machine or network Voice Mail, which intercepts the call, the Privacy Manager feature will identify that the call has been answered and connect the caller to the answering system. The service will identify the call as being answered by an answering system and immediately connect the caller.

This service will be available when facilities permit. Customers need to have Caller ID with Name as well as Touch Tone Service to subscribe to Privacy Manager. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(L) Privacy Manager

(T)

This feature is available to residential Customers and intercepts calls that are marked "private", "out of area", or "unavailable" on Caller ID units. When unidentified callers dial Customer's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to state their name or the company they represent and the service will then attempt to connect the call. Only if the caller states their name will the call be connected.

(N)

Customer's Caller ID Customer Provided Equipment (CPE) will display the platform number and the name of the service. When Customer picks up the phone, they will receive a recording identifying the caller by name and will have three options: Press 1 to accept the call, Press 2 to deny the call or Press 3 to play the sales call refusal to the caller.

If Customer dials 2, the caller will continue to hear the recording as if the party they are calling were not at home. Forwarding on don't answer will not take place in this scenario as the call has been rejected. If Customer dials 3, the calling party will hear a recording stating that the called party does not accept phone solicitations and to please place this person's name and number on a "do not call" list.

If Customer has an answering machine or network Voice Mail, which intercepts the call, the Privacy Manager feature will identify that the call has been answered and connect the caller to the answering system. The service will identify the call as being answered by an answering system and immediately connect the caller.

This service will be available when facilities permit. Customers need to have Caller ID with Name as well as Touch Tone service to subscribe to Privacy Manager. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

(N)

Material omitted from this sheet now appears on Sheet 70.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(L) Repeat Call

Repeat Call allows a Customer to redial the last number dialed automatically. If the line is busy, Repeat Call continues to attempt connection for a 30-minute queuing period until either both lines are idle or the queuing process expires. Repeat Call is billable once the feature is activated, whether the call is completed or not.

(M) Return Call

Return Call enables a Customer to return automatically the most recent incoming call whether it was answered or not. If the line is busy, Return Call continues to attempt connection for 30 minutes until either both lines are idle or the 30 minutes expires. Return Call is billable once the feature is activated, whether the call is completed or not.

(N) Reserved for Future Use

(O) Reserved for Future Use

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(K) Privacy Manager

This feature is available to residential Customers and intercepts calls that are marked "private", "out of area", or "unavailable" on Caller ID units. When unidentified callers dial the Customer's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to state their name or the company they represent and the service will then attempt to connect the call. Only if the caller states their name will the call be connected.

The Customer's Caller ID Customer Provided Equipment (CPE) will display the platform number and the name of the service. When the Customer picks up the phone, they will receive a recording identifying the caller by name and will have three options: Press "1" to accept the call, Press "2" to deny the call or Press "3" to play the sales call refusal to the caller.

If the Customer dials "2", the caller will continue to hear the recording as if the party they are calling were not at home. Forwarding on don't answer will not take place in this scenario as the call has been rejected. If the Customer dials "3", the calling party will hear a recording stating that the called party does not accept phone solicitations and to please place this person's name and number on a "do not call" list.

If the Customer has an answering machine or network Voice Mail, which intercepts the call, the Privacy Manager feature will identify that the call has been answered and connect the caller to the answering system. The service will identify the call as being answered by an answering system and immediately connect the caller.

This service will be available when facilities permit. Customers need to have Caller ID with Name as well as Touch Tone Service to subscribe to Privacy Manager. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(L) Repeat Call

Repeat Call allows a Customer to redial the last number dialed automatically. If the line is busy, Repeat Call continues to attempt connection for a 30-minute queuing period until either both lines are idle or the queuing process expires. Repeat Call is billable once the feature is activated, whether the call is completed or not.

(M) Return Call

Return Call enables a Customer to return automatically the most recent incoming call whether it was answered or not. If the line is busy, Return Call continues to attempt connection for 30 minutes until either both lines are idle or the 30 minutes expires. Return Call is billable once the feature is activated, whether the call is completed or not.

(N) Speed Calling 30

Speed Calling 30 provides for the calling of up to 30 programmable exchange numbers through abbreviated code dialing.

(O) Three Way Calling

Three Way Calling enables an existing call to be held and a second call to be established and added to the connection for conferencing. Where facilities permit, Three Way Calling is available on a pay per-use basis.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

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|-----|--|-----|
| (L) | Repeat Call | (T) |
| | <p>Repeat Call allows a Customer to redial the last number dialed automatically. If the line is busy, Repeat Call continues to attempt connection for a 30-minute queuing period until either both lines are idle or the queuing process expires. Repeat Call is billable once the feature is activated, whether the call is completed or not.</p> | |
| (M) | Return Call | (T) |
| | <p>Return Call enables a Customer to return automatically the most recent incoming call whether it was answered or not. If the line is busy, Return Call continues to attempt connection for 30 minutes until either both lines are idle or the 30 minutes expires. Return Call is billable once the feature is activated, whether the call is completed or not.</p> | |
| (N) | Speed Calling 30 | (T) |
| | <p>Speed Calling 30 provides for the calling of up to 30 programmable exchange numbers through abbreviated code dialing.</p> | |
| (O) | Three Way Calling | (T) |
| | <p>Three Way Calling enables an existing call to be held and a second call to be established and added to the connection for conferencing. Where facilities permit, Three Way Calling is available on a pay per-use basis.</p> | |

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

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|-----|--|-----|
| (L) | Repeat Call | (T) |
| | <p>Repeat Call allows a Customer to redial the last number dialed automatically. If the line is busy, Repeat Call continues to attempt connection for a 30-minute queuing period until either both lines are idle or the queuing process expires. Repeat Call is billable once the feature is activated, whether the call is completed or not.</p> | |
| (M) | Return Call | (T) |
| | <p>Return Call enables a Customer to return automatically the most recent incoming call whether it was answered or not. If the line is busy, Return Call continues to attempt connection for 30 minutes until either both lines are idle or the 30 minutes expires. Return Call is billable once the feature is activated, whether the call is completed or not.</p> | |
| (N) | Speed Calling 30 | (T) |
| | <p>Speed Calling 30 provides for the calling of up to 30 programmable exchange numbers through abbreviated code dialing.</p> | |
| (O) | Three Way Calling | (T) |
| | <p>Three Way Calling enables an existing call to be held and a second call to be established and added to the connection for conferencing. Where facilities permit, Three Way Calling is available on a pay per-use basis.</p> | |

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(M)	Repeat Call	(T)
	Repeat Call allows a Customer to redial the last number dialed automatically. If the line is busy, Repeat Call continues to attempt connection for a 30-minute queuing period until either both lines are idle or the queuing process expires. Repeat Call is billable once the feature is activated, whether the call is completed or not.	(M) (M)
(N)	Return Call	(T)
	Return Call enables a Customer to return automatically the most recent incoming call whether it was answered or not. If the line is busy, Return Call continues to attempt connection for 30 minutes until either both lines are idle or the 30 minutes expires. Return Call is billable once the feature is activated, whether the call is completed or not.	(M) (M)
		(D)
		(D)
(O)	Speed Calling 30	(T)
	Speed Calling 30 provides for the calling of up to 30 programmable exchange numbers through abbreviated code dialing.	(M) (M)
(P)	Three Way Calling	(T)
	Three Way Calling enables an existing call to be held and a second call to be established and added to the connection for conferencing. Where facilities permit, Three Way Calling is available on a pay per-use basis.	(M) (M)

Material appearing on this sheet previously appeared on Sheet 69.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Speed Calling 30

Speed Calling 30 provides for the calling of up to 30 programmable exchange numbers through abbreviated code dialing.

(Q) Three Way Calling

Three Way Calling enables an existing call to be held and a second call to be established and added to the connection for conferencing. Where facilities permit, Three Way Calling is available on a pay per-use basis.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
1st Revised Cal. P.U.C. Sheet No. 71
Cancels Original Cal. P.U.C. Sheet No. 71

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

(T)

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
1st Revised Cal. P.U.C. Sheet No. 71
Cancels Original Cal. P.U.C. Sheet No. 71

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

(T)

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
Original Cal. P.U.C. Sheet No. 71

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(R) Reserved for Future Use

Verizon Avenue Corp.
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
1st Revised Cal. P.U.C. Sheet No. 72
Cancels Original Cal. P.U.C. Sheet No. 72

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
Original Cal. P.U.C. Sheet No. 72

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
Original Cal. P.U.C. Sheet No. 73

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Optional Convenience Packages

1. The Simple One

The Simple One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting and Return Call. Customers subscribing to The Simple One are not eligible for the Residence Package discount. Features from The Simple One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

2. The Standard One

The Standard One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Return Call and Caller ID with Name. Customers subscribing to The Standard One are not eligible for the Residence Package discount. Features from The Standard One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

3. The All-in-One

The All-in-One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Caller ID with Name, Return Call and Voice Mail. Customers subscribing to The All-in-One are not eligible for the Residence Package discount. Features from The All-in-One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Optional Convenience Packages (T)

1. The Simple One

The Simple One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting and Return Call. Customers subscribing to The Simple One are not eligible for the Residence Package discount. Features from The Simple One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

2. The Standard One

The Standard One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Return Call and Caller ID with Name. Customers subscribing to The Standard One are not eligible for the Residence Package discount. Features from The Standard One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

3. The All-in-One

The All-in-One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Caller ID with Name, Return Call and Voice Mail. Customers subscribing to The All-in-One are not eligible for the Residence Package discount. Features from The All-in-One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Optional Convenience Packages (T)

1. The Simple One

The Simple One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting and Return Call. Customers subscribing to The Simple One are not eligible for the Residence Package discount. Features from The Simple One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

2. The Standard One

The Standard One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Return Call and Caller ID with Name. Customers subscribing to The Standard One are not eligible for the Residence Package discount. Features from The Standard One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

3. The All-in-One

The All-in-One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Caller ID with Name, Return Call and Voice Mail. Customers subscribing to The All-in-One are not eligible for the Residence Package discount. Features from The All-in-One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(Q) Optional Convenience Packages (T)

1. The Simple One

The Simple One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting and Return Call. Customers subscribing to The Simple One are not eligible for the Residence Package discount. Features from The Simple One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

2. The Standard One

The Standard One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Return Call and Caller ID with Name. Customers subscribing to The Standard One are not eligible for the Residence Package discount. Features from The Standard One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

3. The All-in-One

The All-in-One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Caller ID with Name, Return Call and Voice Mail. Customers subscribing to The All-in-One are not eligible for the Residence Package discount. Features from The All-in-One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(S) Optional Convenience Packages

1. The Simple One

The Simple One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting and Return Call. Customers subscribing to The Simple One are not eligible for the Residence Package discount. Features from The Simple One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

2. The Standard One

The Standard One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Return Call and Caller ID with Name. Customers subscribing to The Standard One are not eligible for the Residence Package discount. Features from The Standard One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

3. The All-in-One

The All-in-One is a discounted feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Caller ID with Name, Return Call and Voice Mail. Customers subscribing to The All-in-One are not eligible for the Residence Package discount. Features from The All-in-One may not be added or deleted individually unless a Customer wishes to purchase the features a la carte. Other Custom Calling features may be added to an exchange line in addition to the package a la carte.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Optional Convenience Packages (Continued)

4. The Simple Unlimited

The Simple Unlimited is a discounted feature package for residential Customers. The Simple Unlimited local usage service plan consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited are not eligible for the Residence Package discount. The features from The Simple Unlimited may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

5. The Simple Unlimited Plus

The Simple Unlimited Plus is a discounted feature package for residential Customers. The Simple Unlimited Plus consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, Voice Messaging (an untariffed service) and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited Plus are not eligible for the Residence Package discount. The features from The Simple Unlimited Plus may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

6. The Basic One

The Basic One is an optional feature package for residential Customers and consists of a combination of Unlimited Calling, Call Waiting, Return Call, and Wire Maintenance (a non-regulated service). Customers subscribing to the Basic One are not eligible for the Residence Package discount. Features from the Basic One may not be added or deleted individually. The Customer is allowed to add the following features a la carte, Caller ID With Name, Three Way Calling, Call Forwarding and Distinctive Ring. All other Custom Calling Features may not be added to the exchange line.

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|
(N)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Optional Convenience Packages (Continued)

4. The Simple Unlimited

The Simple Unlimited is a discounted feature package for residential Customers. The Simple Unlimited local usage service plan consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited are not eligible for the Residence Package discount. The features from The Simple Unlimited may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

5. The Simple Unlimited Plus

The Simple Unlimited Plus is a discounted feature package for residential Customers. The Simple Unlimited Plus consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, Voice Messaging (an untariffed service) and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited Plus are not eligible for the Residence Package discount. The features from The Simple Unlimited Plus may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(P) Optional Convenience Packages (Continued)

(T)

4. The Simple Unlimited

The Simple Unlimited is a discounted feature package for residential Customers. The Simple Unlimited local usage service plan consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited are not eligible for the Residence Package discount. The features from The Simple Unlimited may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

5. The Simple Unlimited Plus

The Simple Unlimited Plus is a discounted feature package for residential Customers. The Simple Unlimited Plus consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, Voice Messaging (an untariffed service) and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited Plus are not eligible for the Residence Package discount. The features from The Simple Unlimited Plus may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(Q) Optional Convenience Packages (Continued) (T)

4. The Simple Unlimited

The Simple Unlimited is a discounted feature package for residential Customers. The Simple Unlimited local usage service plan consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited are not eligible for the Residence Package discount. The features from The Simple Unlimited may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

5. The Simple Unlimited Plus

The Simple Unlimited Plus is a discounted feature package for residential Customers. The Simple Unlimited Plus consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, Voice Messaging (an untariffed service) and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited Plus are not eligible for the Residence Package discount. The features from The Simple Unlimited Plus may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(S) Optional Convenience Packages (Continued)

4. The Simple Unlimited

The Simple Unlimited is a discounted feature package for residential Customers. The Simple Unlimited local usage service plan consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited are not eligible for the Residence Package discount. The features from The Simple Unlimited may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

5. The Simple Unlimited Plus

The Simple Unlimited Plus is a discounted feature package for residential Customers. The Simple Unlimited Plus consists of an unlimited number of local calls per month, Non-Published Service, Call Waiting, Return Call, Voice Messaging (an untariffed service) and local Directory Assistance for a fixed monthly rate. 1+ dialing and Operator Assistance will be restricted. Customers will have access to E911 and 800 dialing. Customers subscribing to The Simple Unlimited Plus are not eligible for the Residence Package discount. The features from The Simple Unlimited Plus may not be added or deleted individually, nor may additional services be added a la carte. This service is only available where technically feasible.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
1st Revised Cal. P.U.C. Sheet No. 76
Cancels Original Cal. P.U.C. Sheet No. 76

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

(D)

(T)

OnePoint Communications - Colorado, LLC
d/b/a Verizon Avenue
Two Conway Park, 150 Field Drive, Suite 300
Lake Forest, Illinois 60045

Cal. P.U.C. Schedule No. 1-T
1st Revised Cal. P.U.C. Sheet No. 76
Cancels Original Cal. P.U.C. Sheet No. 76

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

Reserved for Future Use

(D)

(T)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.1 Explanation of Terms and Regulations (Continued)

(S) Optional Convenience Packages (Continued)

Reserved for Future Use

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.2 Application of Rates

Where rates are given for residential or business lines, the feature is available. When a N/A is shown the feature is not available to that rate class. Some features are also available on a pay-per-use basis to Customers who do not subscribe to the feature on a monthly basis. When a feature is activated on a usage basis, the charge is applied for each attempt to activate the feature unless the serving central office is not equipped to provide pay-per-use. Some features are subject to installation charges as shown. Custom Calling features are also subject to move/add/change fees when added, deleted or changed subsequent to initial establishment of service.

When a residential Customer subscribes to Additional Lines, Call Waiting, Caller Identification, Caller Identification with Name and/or Voice Dialing a discounted monthly rate will apply to Additional Listings, Call Forward, Call Block, Repeat Call, Priority Call, Select Forward, Speed Calling 8 or Three Way Calling. The discounted rates for these Custom Calling features are specified in Section 5.4, following. The discounted monthly rate is applicable only to residence rate class.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.2 Application of Rates

Where rates are given for residential or business lines, the feature is available. When a N/A is shown the feature is not available to that rate class. Some features are also available on a pay-per-use basis to Customers who do not subscribe to the feature on a monthly basis. When a feature is activated on a usage basis, the charge is applied for each attempt to activate the feature unless the serving central office is not equipped to provide pay-per-use. Some features are subject to installation charges as shown. Custom Calling features are also subject to move/add/change fees when added, deleted or changed subsequent to initial establishment of service.

When a residential Customer subscribes to Additional Lines, Call Waiting, Caller Identification, Caller Identification with Name and/or Voice Dialing a discounted monthly rate will apply to Additional Listings, Call Forward, Call Block, Repeat Call, Priority Call, Select Forward, Speed Calling 8 or Three Way Calling. The discounted rates for these Custom Calling features are specified in Section 5.4, following. The discounted monthly rate is applicable only to residence rate class. (C)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.2 Application of Rates

Where rates are given for residential or business lines, the feature is available. When a N/A is shown the feature is not available to that rate class. Some features are also available on a pay-per-use basis to Customers who do not subscribe to the feature on a monthly basis. When a feature is activated on a usage basis, the charge is applied for each attempt to activate the feature unless the serving central office is not equipped to provide pay-per-use. Some features are subject to installation charges as shown. Custom Calling features are also subject to move/add/change fees when added, deleted or changed subsequent to initial establishment of service.

When a residential Customer subscribes to Additional Lines, Call Waiting, Caller Identification, Caller Identification with Name and/or Voice Dialing a discounted monthly rate will apply to Additional Listings, Call Forward, Call Block, Repeat Call, Priority Call, Select Forward, Speed Calling 8 or Three Way Calling. The discounted rates for these Custom Calling features are specified in Section 5.4, following. The discounted monthly rate is applicable only to residence rate class. (C)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.2 Application of Rates

Where rates are given for residential or business lines, the feature is available. When a N/A is shown the feature is not available to that rate class. Some features are also available on a pay-per-use basis to Customers who do not subscribe to the feature on a monthly basis. When a feature is activated on a usage basis, the charge is applied for each attempt to activate the feature unless the serving central office is not equipped to provide pay-per-use. Some features are subject to installation charges as shown. Custom Calling features are also subject to move/add/change fees when added, deleted or changed subsequent to initial establishment of service.

When a residential Customer subscribes to Additional Lines, Call Waiting, Caller Identification, Caller Identification with Name and/or Voice Dialing a discounted monthly rate will apply to Additional Listings, Call Forward, Call Block, Repeat Call, Distinctive Ringing, Priority Call, Select Forward, Speed Calling 8 or Three Way Calling. The discounted rates for these Custom Calling features are specified in Section 5.4, following. The discounted monthly rate is applicable only to residence rate class.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.4 Custom Calling Features (Continued)

3.4.2 Application of Rates

Where rates are given for residential or business lines, the feature is available. When a N/A is shown the feature is not available to that rate class. Some features are also available on a pay-per-use basis to Customers who do not subscribe to the feature on a monthly basis. When a feature is activated on a usage basis, the charge is applied for each attempt to activate the feature unless the serving central office is not equipped to provide pay-per-use. Some features are subject to installation charges as shown. Custom Calling features are also subject to move/add/change fees when added, deleted or changed subsequent to initial establishment of service.

When a residential Customer subscribes to Additional Lines, Call Waiting, Caller Identification, Caller Identification with Name and/or Voice Dialing a discounted monthly rate will apply to Additional Listings, Call Forward, Call Block, Repeat Call, Priority Call, Select Forward, Speed Calling 8 or Three Way Calling. The discounted rates for these Custom Calling features are specified in Section 5.4, following. The discounted monthly rate is applicable only to residence rate class.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.5 Enhanced Services

3.5.1 Explanation of Terms and Regulations

(A) Hotline

Hotline is a feature that provides the Customer with the ability to automatically be connected with another predetermined telephone line in the circuit switched network. When the Customer's telephone goes off-hook, a switched connection is set up without further Customer action. The predetermined number is selected by the Customer at the time service is established and can only be changed via service order.

(B) Warmline

Warmline is a feature that provides the Customer with time delayed automatic dialing. When the Customer's telephone goes off-hook and initiates dialing within the time-delay period (0 - 20 seconds) the call proceeds as normal. If dialing does not commence within the time-delay period, a predetermined telephone number is automatically dialed without further Customer action. The predetermined number and time-delay period are selected by the Customer at the time service is established and can only be changed via service order.

(C) Remote Call Forwarding

When Remote Call Forwarding is activated, all incoming calls are automatically routed to another Customer-selected telephone number. Remote Call Forwarding is subject to availability of suitable facilities. It is not available to be originated on a Centrex line. Call Forwarding is not available on a terminating station of Remote Call Forwarding. Classification of service for Remote Call Forwarding for usage rate calculations is based on the classification of the terminating phone number. Charges for calls from the originating number to the terminating number of the forward service are the responsibility of the Remote Call Forwarding Customer.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.5 Enhanced Services

3.5.1 Explanation of Terms and Regulations

(A) Hotline

Hotline is a feature that provides the Customer with the ability to automatically be connected with another predetermined telephone line in the circuit switched network. When the Customer's telephone goes off-hook, a switched connection is set up without further Customer action. The predetermined number is selected by the Customer at the time service is established and can only be changed via service order.

(B) Warmline

Warmline is a feature that provides the Customer with time delayed automatic dialing. When the Customer's telephone goes off-hook and initiates dialing within the time-delay period (0 - 20 seconds) the call proceeds as normal. If dialing does not commence within the time-delay period, a predetermined telephone number is automatically dialed without further Customer action. The predetermined number and time-delay period are selected by the Customer at the time service is established and can only be changed via service order.

(C) Remote Call Forwarding

When Remote Call Forwarding is activated, all incoming calls are automatically routed to another Customer-selected telephone number. Remote Call Forwarding is subject to availability of suitable facilities. It is not available to be originated on a Centrex line. Call Forwarding is not available on a terminating station of Remote Call Forwarding. Classification of service for Remote Call Forwarding for usage rate calculations is based on the classification of the terminating phone number. Charges for calls from the originating number to the terminating number of the forward service are the responsibility of the Remote Call Forwarding Customer.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.5 Enhanced Services (Continued)

3.5.1 Explanation of Terms and Regulations (Continued)

(D) Referral

Referral is a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed residence or business line number. This service is subject to the availability of facilities. The maximum term for this service is three months. (Residential Customers receive 90 days of free Referral Service.)

(E) Message Waiting Indication

Message Waiting Indication is a feature that enables subscribers to receive a Message Waiting Indication on their lines.

Message Waiting - Audible is an audible signal (stutter dial tone) on the subscriber's line notifying the subscriber that a message is waiting.

Message Waiting - Audible/Visual is an audible signal (stutter dial tone) on the subscriber's line as well as a visual signal notifying the subscriber that a message is waiting.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.5 Enhanced Services (Continued)

3.5.1 Explanation of Terms and Regulations (Continued)

(D) Referral

Referral is a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed residence or business line number. This service is subject to the availability of facilities. The maximum term for this service is three months. (Residential Customers receive 90 days of free Referral Service.)

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Message Waiting Indication is a feature that enables subscribers to receive a Message Waiting Indication on their lines.

Message Waiting - Audible is an audible signal (stutter dial tone) on the subscriber's line notifying the subscriber that a message is waiting.

Message Waiting - Audible/Visual is an audible signal (stutter dial tone) on the subscriber's line as well as a visual signal notifying the subscriber that a message is waiting.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.5 Enhanced Services (Continued)

3.5.2 Application of Rates

(A) Hotline

Hotline has an associated recurring monthly charge which is billed one month in advance.

(B) Warmline

Hotline has a recurring monthly charge which is billed one month in advance.

(C) Remote Call Forwarding

In addition to all installation and monthly usage charges, local usage charges apply for each call that is forwarded to a terminating phone number within the local exchange area. Local usage charges are given in the local exchange service portion of this Tariff. For terminating numbers outside the local exchange area, toll charges may also apply.

(D) Referral

The charge for this service is billed in advance as a one-time charge on the final bill for that number, and is based on the length of time service is required. Residential Customers receive 90 days of free Referral Service.

(E) Message Waiting Indication

Message Waiting Indication is charged on a monthly recurring basis. Move/add/change fees apply to additions or changes in this service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.5 Enhanced Services (Continued)

3.5.2 Application of Rates

(A) Hotline

Hotline has an associated recurring monthly charge which is billed one month in advance.

(B) Warmline

Hotline has a recurring monthly charge which is billed one month in advance.

(C) Remote Call Forwarding

In addition to all installation and monthly usage charges, local usage charges apply for each call that is forwarded to a terminating phone number within the local exchange area. Local usage charges are given in the local exchange service portion of this Tariff. For terminating numbers outside the local exchange area, toll charges may also apply.

(D) Referral

The charge for this service is billed in advance as a one-time charge on the final bill for that number, and is based on the length of time service is required. Residential Customers receive 90 days of free Referral Service.

(E) Message Waiting Indication

Message Waiting Indication is charged on a monthly recurring basis. Move/add/change fees apply to additions or changes in this service.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services

3.6.1 Explanation of Terms and Regulations

All Directory Services are resold from the ILEC and subject to the regulations of the ILEC. A summary of applicable regulations is provided here.

(A) Preferred Phone Number Service

Preferred Phone Number Service provides for the assignment of a telephone number (last four digits) which is selected by the Customer, rather than the telephone number normally assigned by the Telephone Company. Preferred Telephone Number Service may be established only in association with the initial establishment of a service, the relocation of an existing service, or a customer-requested change in an existing telephone number. The provision of a preferred number is based upon the current availability of that telephone number. Charges associated with this service do not give the Customer any property right in the telephone number selected. A telephone number which meets the criteria for a preferred number may be reserved either prior to or after it has been in service. Reserved number charges will apply during the reservation period. When a telephone number for which a Customer has previously paid the service establishment charge for a Preferred Number is reserved and then put back into service immediately following the reservation period, a Preferred Telephone Number establishment charge is not applicable.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services

3.6.1 Explanation of Terms and Regulations

All Directory Services are resold from the ILEC and subject to the regulations of the ILEC. A summary of applicable regulations is provided here.

(A) Preferred Phone Number Service

Preferred Phone Number Service provides for the assignment of a telephone number (last four digits) which is selected by the Customer, rather than the telephone number normally assigned by the Telephone Company. Preferred Telephone Number Service may be established only in association with the initial establishment of a service, the relocation of an existing service, or a customer-requested change in an existing telephone number. The provision of a preferred number is based upon the current availability of that telephone number. Charges associated with this service do not give the Customer any property right in the telephone number selected. A telephone number which meets the criteria for a preferred number may be reserved either prior to or after it has been in service. Reserved number charges will apply during the reservation period. When a telephone number for which a Customer has previously paid the service establishment charge for a Preferred Number is reserved and then put back into service immediately following the reservation period, a Preferred Telephone Number establishment charge is not applicable.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(B) Directory Listing

Directory listings are alphanumeric listings provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein. Directory listings are provided in connection with each Customer service. The white pages of the telephone directory consist of a list of names of Customers in alphabetical order, designed for the purpose of informing calling parties of the telephone numbers of Customers as an aid to the use of telephone service. Special position or arrangement of names is not offered. Listings must conform to the ILEC's specifications and regulations with respect to its directories. The length of listings may be limited by the ILEC and listings may be refused by the ILEC if regarded as misleading, obscene or non-legal. The primary listing is provided without charge in connection with each account. The primary listing for business is ordinarily the name of the Customer or the name under which a business is regularly conducted. The yellow pages section of the telephone directory is designed to afford the public suitable listing information where a patron knows the nature of the business with which he desires to communicate but does not know the name of the Customer. Listings in this section of the directory are grouped under headings showing the nature or class of the business. One listing will be allowed without charge in the yellow pages section of the directory for each primary white pages business listing.

(C) Non-Listed Number

Non-Listed Number Service provides for the omission or deletion of the Customer's telephone listing from the telephone directory, at the Customer's request. Such listings will be carried in the ILEC's Directory Assistance and other records and will be given to any calling party. A non-listed number and associated name may be forwarded to called parties who subscribe to Caller ID and Caller ID with Name.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(B) Directory Listing

Directory listings are alphanumeric listings provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein. Directory listings are provided in connection with each Customer service. The white pages of the telephone directory consist of a list of names of Customers in alphabetical order, designed for the purpose of informing calling parties of the telephone numbers of Customers as an aid to the use of telephone service. Special position or arrangement of names is not offered. Listings must conform to the ILEC's specifications and regulations with respect to its directories. The length of listings may be limited by the ILEC and listings may be refused by the ILEC if regarded as misleading, obscene or non-legal. The primary listing is provided without charge in connection with each account. The primary listing for business is ordinarily the name of the Customer or the name under which a business is regularly conducted. The yellow pages section of the telephone directory is designed to afford the public suitable listing information where a patron knows the nature of the business with which he desires to communicate but does not know the name of the Customer. Listings in this section of the directory are grouped under headings showing the nature or class of the business. One listing will be allowed without charge in the yellow pages section of the directory for each primary white pages business listing. (C)

(C) Non-Listed Number

Non-Listed Number Service provides for the omission or deletion of the Customer's telephone listing from the telephone directory, at the Customer's request. Such listings will be carried in the ILEC's Directory Assistance and other records and will be given to any calling party. A non-listed number and associated name may be forwarded to called parties who subscribe to Caller ID and Caller ID with Name.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(B) Directory Listing

Directory listings are alphanumeric listings provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein. Directory listings are provided in connection with each Customer service. The white pages of the telephone directory consist of a list of names of Customers in alphabetical order, designed for the purpose of informing calling parties of the telephone numbers of Customers as an aid to the use of telephone service. Special position or arrangement of names is not offered. Listings must conform to the ILEC's specifications and regulations with respect to its directories. The length of listings may be limited by the ILEC and listings may be refused by the ILEC if regarded as misleading, obscene or non-legal. The primary listing is provided without charge in connection with each account (including each Distinctive Ringing dependent number). The primary listing for business is ordinarily the name of the Customer or the name under which a business is regularly conducted. The yellow pages section of the telephone directory is designed to afford the public suitable listing information where a patron knows the nature of the business with which he desires to communicate but does not know the name of the Customer. Listings in this section of the directory are grouped under headings showing the nature or class of the business. One listing will be allowed without charge in the yellow pages section of the directory for each primary white pages business listing.

(C) Non-Listed Number

A Non-Listed Number Service provides for the omission or deletion of the Customer's telephone listing from the telephone directory, at the Customer's request. Such listings will be carried in the ILEC's Directory Assistance and other records and will be given to any calling party. A non-listed number and associated name may be forwarded to called parties who subscribe to Caller ID and Caller ID with Name.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(D) Non-Published Number

A Non-Published Number Service provides for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the Directory Assistance records. The Company and the ILEC will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently. When a Customer with Non-Published Number Service places a call to the Universal Emergency Number 911 Service, the ILEC will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency Number 911 Service upon request of such governmental authority. A non-published number and associated name may be forwarded to called parties who subscribe to Caller ID and Caller ID with Name.

Release of information concerning non-published numbers may be made to California peace officers, health officers, and authorized Federal agencies under the provisions of Appendix A, Decision 92860, as amended by Decision 93361.

(E) Additional Directory Listing

Additional Directory Listing is a service that provides for additional entries in the white pages section of the phone book. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the Customer's service. Business additional listings are not permitted in connection with residence service. Residence additional listings at business rates are permitted in connection with business service that is located in a residence and for permanent guests residing in a hotel or club. Additional yellow page listings must be arranged directly with yellow pages.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(D) Non-Published Number

A Non-Published Number Service provides for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the Directory Assistance records. The Company and the ILEC will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently. When a Customer with Non-Published Number Service places a call to the Universal Emergency Number 911 Service, the ILEC will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency Number 911 Service upon request of such governmental authority. A non-published number and associated name may be forwarded to called parties who subscribe to Caller ID and Caller ID with Name.

Release of information concerning non-published numbers may be made to California peace officers, health officers, and authorized Federal agencies under the provisions of Appendix A, Decision 92860, as amended by Decision 93361.

(E) Additional Directory Listing

Additional Directory Listing is a service that provides for additional entries in the white pages section of the phone book. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the Customer's service. Business additional listings are not permitted in connection with residence service. Residence additional listings at business rates are permitted in connection with business service that is located in a residence and for permanent guests residing in a hotel or club. Additional yellow page listings must be arranged directly with yellow pages.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(F) Directory Assistance

The Company resells the Directory Assistance services of the ILEC. Such services are furnished to give Customers assistance in determining telephone numbers. Directory Assistance Services are subject to an allowance of free calls for residential Customers as specified in Section 5 of this Tariff. Call allowances are not transferable between Customers or between separate accounts of the same Customer. The Customer may request a maximum of two telephone numbers per-call to Directory Assistance Service.

(G) Call Completion Service

Call Completion Service allows Directory Assistance Customers calling from touch-tone telephones to have the requested number automatically dialed by the Operator Services System. Customers may block this service using Call Completion Blocking. Call Completion is not available on lines that have Long Distance Message Restriction or are blocked from such calls by Toll Call Control. Requests for Call Completion to the following numbers will not be offered: 700, 900, 915, 950, 976 and toll free numbers. Call Completion is only available on the second of the two telephone numbers that a Customer requests from Directory Assistance.

(H) Reverse Directory Assistance Service

The Company resells the directory services of the ILEC. Where facilities permit, Reverse Directory Assistance Service permits a Customer to enter a telephone number to the Directory Assistance Service, and receive the Customer name and address associated with that telephone number. The name and address associated with the telephone number entered must be listed in Directory Assistance. Reverse Directory Assistance Service is available with both local and national Directory Assistance.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.1 Explanation of Terms and Regulations (Continued)

(F) Directory Assistance

The Company resells the Directory Assistance services of the ILEC. Such services are furnished to give Customers assistance in determining telephone numbers. Directory Assistance services are subject to an allowance of free calls for residential Customers as specified in Section 5 of this Tariff. Call allowances are not transferable between Customers or between separate accounts of the same Customer. The Customer may request a maximum of two telephone numbers per-call to Directory Assistance Service.

(G) Call Completion Service

Call Completion Service allows Directory Assistance Customers calling from touch-tone telephones to have the requested number automatically dialed by the Operator Services System. Customers may block this service using Call Completion Blocking. Call Completion is not available on lines that have Long Distance Message Restriction or are blocked from such calls by Toll Call Control. Requests for Call Completion to the following numbers will not be offered: 700, 900, 915, 950, 976 and toll free numbers. Call Completion is only available on the second of the two telephone numbers that a Customer requests from Directory Assistance.

(H) Reverse Directory Assistance Service

The Company resells the directory services of the ILEC. Where facilities permit, Reverse Directory Assistance Service permits a Customer to enter a telephone number to the Directory Assistance Service, and receive the Customer name and address associated with that telephone number. The name and address associated with the telephone number entered must be listed in Directory Assistance. Reverse Directory Assistance Service is available with both local and national Directory Assistance.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates

(A) Preferred Phone Number Service

Residential Customers pay only a nonrecurring charge at service activation. Business Customers have two payment options - they may choose to pay a nonrecurring and monthly fee, or a one-time fee.

(B) Directory Listing

There is no charge for the primary directory listing associated with any Customer's account.

(C) Non-Listed Number

Non-Listed Number Service is chargeable on a monthly basis.

(D) Non-Published Number

Non-Published Number Service is chargeable on a monthly basis.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates

(A) Preferred Phone Number Service

Residential Customers pay only a nonrecurring charge at service activation. Business Customers have two payment options - they may choose to pay a nonrecurring and monthly fee, or a one-time fee.

(B) Directory Listing

There is no charge for the primary directory listing associated with any Customer's account.

(C) Non-Listed Number

Non-Listed Number Service is chargeable on a monthly basis.

(D) Non-Published Number

Non-Published Number Service is chargeable on a monthly basis.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates (Continued)

(E) Additional Directory Listing

There is a charge for all directory listings additional to the primary listing associated with any Customer's account. The initial contract period for additional listings where the listing appears in the directory is the directory period. Each directory period, with the appearance of the listing in the directory will constitute a separate initial contract period. Listings are automatically included in the directory unless otherwise requested by the Customer. Termination charges for additional listings are the charges associated with the remaining time in the initial contract period except where service is terminated or moved to a new location, the additionally listed party contracts for service in their own name, or dies. Additional Directory Listing Service is chargeable on a monthly basis.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates (Continued)

(E) Additional Directory Listing

There is a charge for all directory listings additional to the primary listing associated with any Customer's account. The initial contract period for additional listings where the listing appears in the directory is the directory period. Each directory period, with the appearance of the listing in the directory will constitute a separate initial contract period. Listings are automatically included in the directory unless otherwise requested by the Customer. Termination charges for additional listings are the charges associated with the remaining time in the initial contract period except where service is terminated or moved to a new location, the additionally listed party contracts for service in their own name, or dies. Additional Directory Listing Service is chargeable on a monthly basis.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates (Continued)

(F) Directory Assistance

Effective when facilities are generally available, the rates set forth following apply when Customers request Directory Assistance in determining telephone numbers of Customers who are located in the same local exchange area or who are not located in the same local exchange area but who are located within the same NPA. Customers have an allowance of one free Directory Assistance Service call per dial tone line per month. For calls that are placed through an Operator, local Operator Assistance charges apply, except when the call cannot otherwise be completed.

Charges for Directory Assistance are not applicable in the case of residential service to calls to the Directory Assistance Service where the Customer or a member of the Customer's household, has been affirmed in writing as unable to use a directory because of a physical or reading handicap. Charges are also not applicable to calls made by such persons from their place of employment.

Customers will receive credit for Directory Assistance calls when the transmission is poor or disconnected or the Customer is given the wrong telephone number. To gain such credit the Customer must notify Customer Service promptly after such call.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates (Continued)

(F) Directory Assistance

Effective when facilities are generally available, the rates set forth following apply when Customers request Directory Assistance in determining telephone numbers of Customers who are located in the same local exchange area or who are not located in the same local exchange area but who are located within the same NPA. Customers have an allowance of one (1) free Directory Assistance Service call per dial tone line per month. For calls that are placed through an Operator, local Operator Assistance charges apply, except when the call cannot otherwise be completed.

Charges for Directory Assistance are not applicable in the case of residential service to calls to the Directory Assistance Service where the Customer or a member of the Customer's household, has been affirmed in writing as unable to use a directory because of a physical or reading handicap. Charges are also not applicable to calls made by such persons from their place of employment.

Customers will receive credit for Directory Assistance calls when the transmission is poor or disconnected or the Customer is given the wrong telephone number. To gain such credit the Customer must notify Customer Service promptly after such call.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates (Continued)

(G) Call Completion

Call Completion calls automatically connected are subject to a Call Completion surcharge and any other applicable rates for the call, including the Directory Assistance charge and any usage charges associated with the completed call.

Charges for Call Completion are not applicable in the case of residential service to calls to the Call Completion Service where the Customer or a member of the Customer's household, has been affirmed in writing as unable to use a directory because of a physical or reading handicap. Charges are also not applicable to calls made by such persons from their place of employment where the telephone is used exclusively by that person.

(H) Reverse Directory Assistance Service

This feature is available on a pay-per-use basis only. The charge is applied for each attempt to activate the feature.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.6 Directory Services (Continued)

3.6.2 Application of Rates (Continued)

(G) Call Completion

Call Completion calls automatically connected are subject to a Call Completion surcharge and any other applicable rates for the call, including the Directory Assistance charge and any usage charges associated with the completed call.

Charges for Call Completion are not applicable in the case of residential service to calls to the Call Completion Service where the Customer or a member of the Customer's household, has been affirmed in writing as unable to use a directory because of a physical or reading handicap. Charges are also not applicable to calls made by such persons from their place of employment where the telephone is used exclusively by that person.

(H) Reverse Directory Assistance Service

This feature is available on a pay-per-use basis only. The charge is applied for each attempt to activate the feature.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.7 Operator Services

3.7.1 Explanation of Terms and Regulations

(A) Operator Assisted Calling

Operator Assisted local calls are calls placed within the Customer's exchange area through a ILEC operator. Local message charges for calls placed through an Operator, will be charged the same as for local calls dialed direct by the Customer. Charges for local messages transferred to message rate or measured rate services will not affect the normal allowance applicable to such service. Collect Calling allows the charges for calling to be reversed provided the charge is accepted at the terminating number.

(B) Specialized Operator Services

Upon request, subject to technical limitations, the Operator will verify that a conversation exists on a line and will interrupt a communication in progress to announce that someone is trying to call.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.7 Operator Services

3.7.1 Explanation of Terms and Regulations

(A) Operator Assisted Calling

Operator Assisted local calls are calls placed within the Customer's exchange area through a ILEC operator. Local message charges for calls placed through an Operator, will be charged the same as for local calls dialed direct by the Customer. Charges for local messages transferred to message rate or measured rate services will not affect the normal allowance applicable to such service. Collect Calling allows the charges for calling to be reversed provided the charge is accepted at the terminating number.

(B) Specialized Operator Services

Upon request, subject to technical limitations, the Operator will verify that a conversation exists on a line and will interrupt a communication in progress to announce that someone is trying to call.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.7 Operator Services (Continued)

3.7.2 Application of Rates

(A) Operator Assisted Calling

Operator Assisted Calling charges are surcharges that apply per-call in addition to any charges for local usage. Operator Assistance charges do not apply to the following calls: calls to official Public Emergency Agencies, calls to Directory Assistance Service, calls from persons who are visually and/or physically disabled and who are certified with the Company.

(B) Specialized Operator Services

Charges for Specialized Operator Services apply on a usage basis when the interruption or verification is completed. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists and may be waived at the Company's option in life-threatening or emergency agency situations. Once a call is completed, any charges for local message also apply to the call as usual. Charges may be billed to a third number but cannot be designated as Collect calls.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.7 Operator Services (Continued)

3.7.2 Application of Rates

(A) Operator Assisted Calling

Operator Assisted Calling charges are surcharges that apply per-call in addition to any charges for local usage. Operator Assistance charges do not apply to the following calls: calls to official Public Emergency Agencies, calls to Directory Assistance Service, calls from persons who are visually and/or physically disabled and who are certified with the Company.

(B) Specialized Operator Services

Charges for Specialized Operator Services apply on a usage basis when the interruption or verification is completed. No charge will apply if, during the line verification, such verification indicates that a trouble condition exists and may be waived at the Company's option in life-threatening or emergency agency situations. Once a call is completed, any charges for local message also apply to the call as usual. Charges may be billed to a third number but cannot be designated as collect calls.

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges

3.8.1 Explanation of Terms and Regulations

(A) Dishonored Check Charge

A dishonored check charge is a charge associated with a personal check remitted for payment that is not honored by the bank.

(B) Late Payment Charge

A late payment charge is associated with accounts that are delinquent. "Late Payment Charge" means an additional charge, over the net total cost of service provided, which is applied to any past due bill. Calculation of late payment charges shall conform to 220 CMR 26.10.

(C) Local Call Detail Charge

A Local Call Detail charge applies to customers who have unlimited local calling and request zero rated local calls not be included on the billing statement. Upon request, the Company will provide a detailed listing of zero rated local calls for one month, once every six (6) months, at no charge. The customer may request to receive a listing of zero rated local calls on their monthly billing statement for a per month charge.

(N)
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(N)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges

3.8.1 Explanation of Terms and Regulations

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(N)
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(N)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges

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(N)
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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges (Continued)

3.8.2 Application of Rates

(A) Dishonored Check Charge

A dishonored check charge applies when any negotiable instrument presented for payment for service or deposit becomes dishonored, and is returned to the Company from the bank.

(B) Late Payment Charge

A late payment charge applies to any unpaid balance carried forward from the monthly bill to the next month's bill, including all charges billed on behalf of other carriers. An amount equal to 1.5% of the net unpaid balance will be applied to any portion of a previous month's bill not paid in a timely manner. Bill payment is considered late, or delinquent, if not paid by the Customer within 30 days after the date of invoice.

(C) Local Call Detail Charge

A Local Call Detail charge applies to customers who have unlimited local calling and request zero rated local call detail.

(N)
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(N)

COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges (Continued)

3.8.2 Application of Rates

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges (Continued)

3.8.2 Application of Rates

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(N)
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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges (Continued)

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges (Continued)

3.8.2 Application of Rates

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COMPETITIVE LOCAL CARRIER

SECTION 3 - DESCRIPTION OF LOCAL EXCHANGE SERVICES (Continued)

3.8 Miscellaneous Charges (Continued)

3.8.2 Application of Rates

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